

2003 STATEWIDE CONSUMER SURVEY

(Survey Period: April through May 2003)

**Focus: Apache, Coconino, Mohave, Navajo and Yavapai
Counties**

**Arizona Department of Health Services
Division of Behavioral Health Services
March 2004**


A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, partially overlapping the text area.

STATEWIDE RESULTS

SURVEY HIGHLIGHTS

- ◆ Improved consumer participation:
 - In terms of response rate
 - ◆ Adult: 78% compared to 19% in 2001
 - ◆ Families: 79% compared to 14% in 2001
 - In terms of volume
 - ◆ Adult: n=1,996 compared to n=1,356 in 2001
 - ◆ Families: n=1,783 compared to n=394 in 2001
- ◆ Improved percentage of clients responding positively on all survey domains
- ◆ Improved percentage of clients responding positively across all survey items
- ◆ High percentage of respondents provided written comments (adults - 94%; Families - 97%)

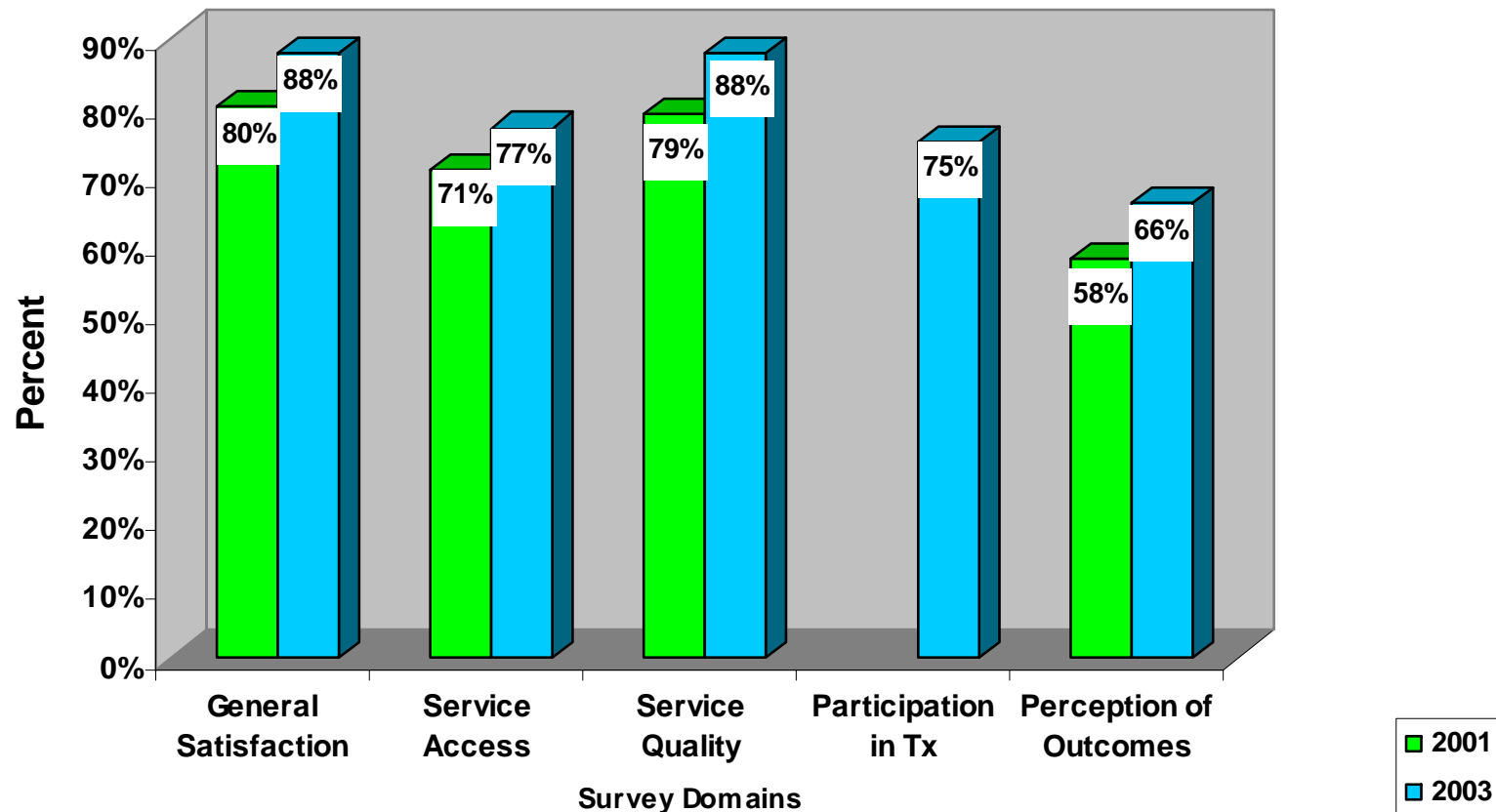
SURVEY METHODOLOGY

- ◆ Random sample of pre-selected enrolled population receiving services at time of survey and met the survey eligibility criteria
 - ◆ Surveys were distributed by non-treatment staff at the provider level upon check-in by client for appointment
 - ◆ Respondents completed the survey prior to their appointment and used drop-box provided on site
- 
- A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, partially overlapping the text area.

OVERALL FINDINGS

Adult Consumer Survey

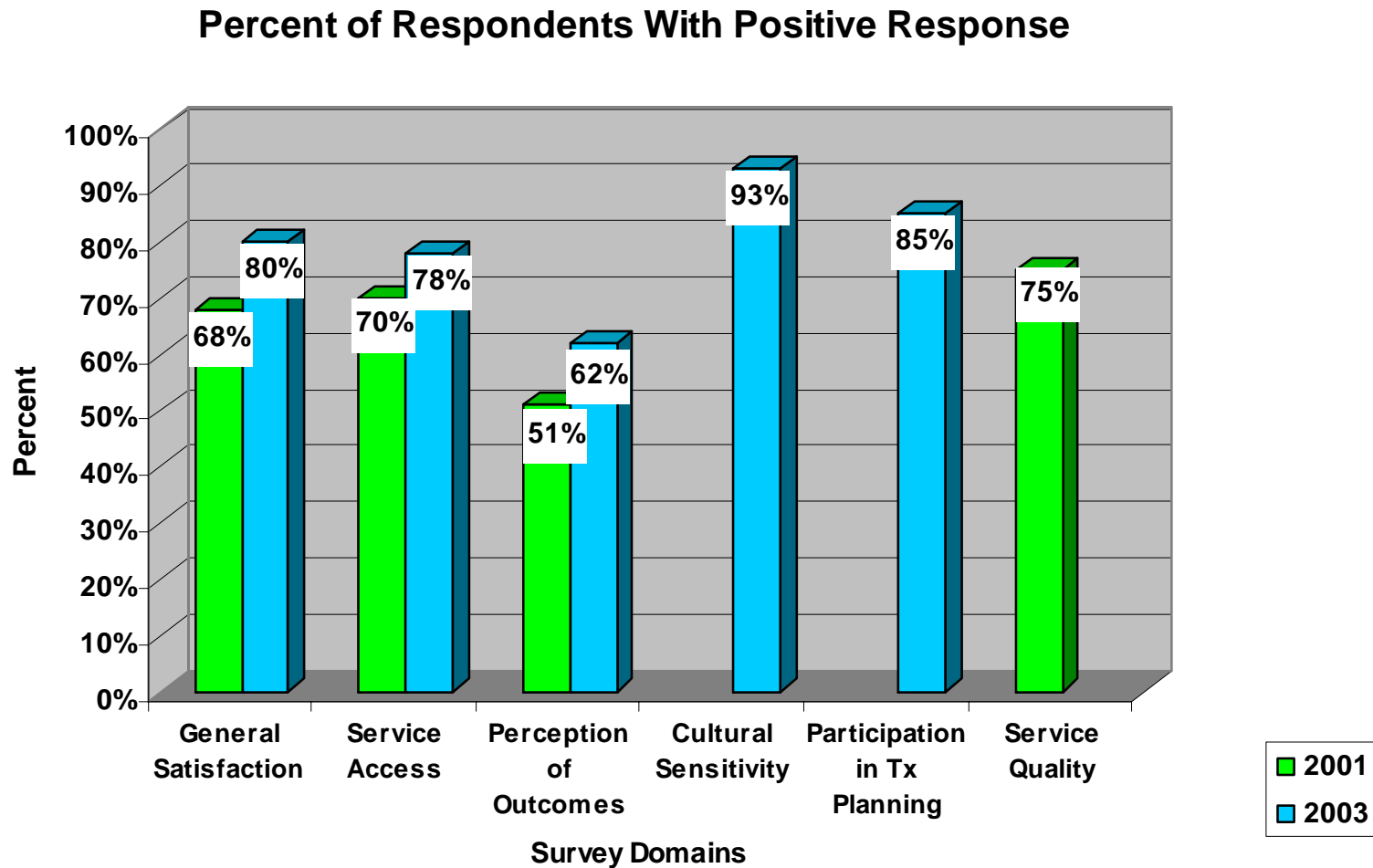
Percent of Respondents With Positive Response



- Survey questions on Participation in Treatment Planning were included in the Service Quality domain for 2001. This became a separate domain in 2003.

OVERALL FINDINGS

Youth Services Survey for Families

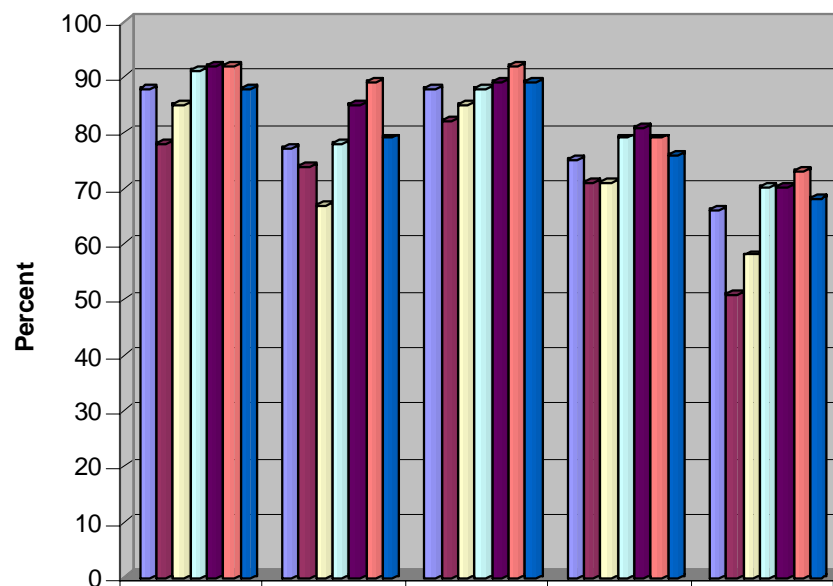


- ◆ The service quality domain for 2001 was collapsed in 2003 into: Cultural Sensitivity domain, Participation in Treatment Planning domain, and other service quality questions were included in the General Satisfaction domain.

OVERALL FINDINGS

RBHA PERFORMANCE: 2003 Adult Consumer Survey

Percent of Respondents with Positive Response

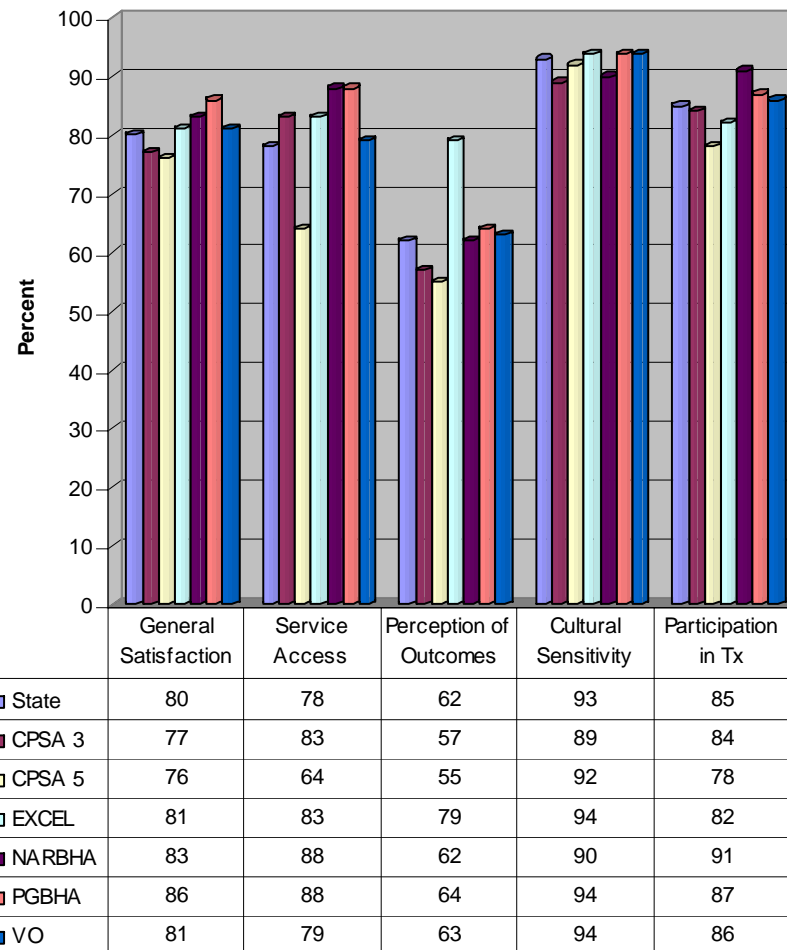


	General Satisfaction	Service Access	Service Quality	Participation in Tx	Perception of Outcomes
State	88	77	88	75	66
CPSA 3	78	74	82	71	51
CPSA 5	85	67	85	71	58
EXCEL	91	78	88	79	70
NARBHA	92	85	89	81	70
PGBHA	92	89	92	79	73
VO	88	79	89	76	68

OVERALL FINDINGS

RBHA PERFORMANCE: 2003 Youth Services Survey for Families

Percent of Respondents with Positive Response



Apache, Coconino, Mohave, Navajo and Yavapai Counties *speak out ...*

Total # of adult respondents: 410
Response rate: 72%

Total # of (YSS) family respondents: 229
Response rate: 75%

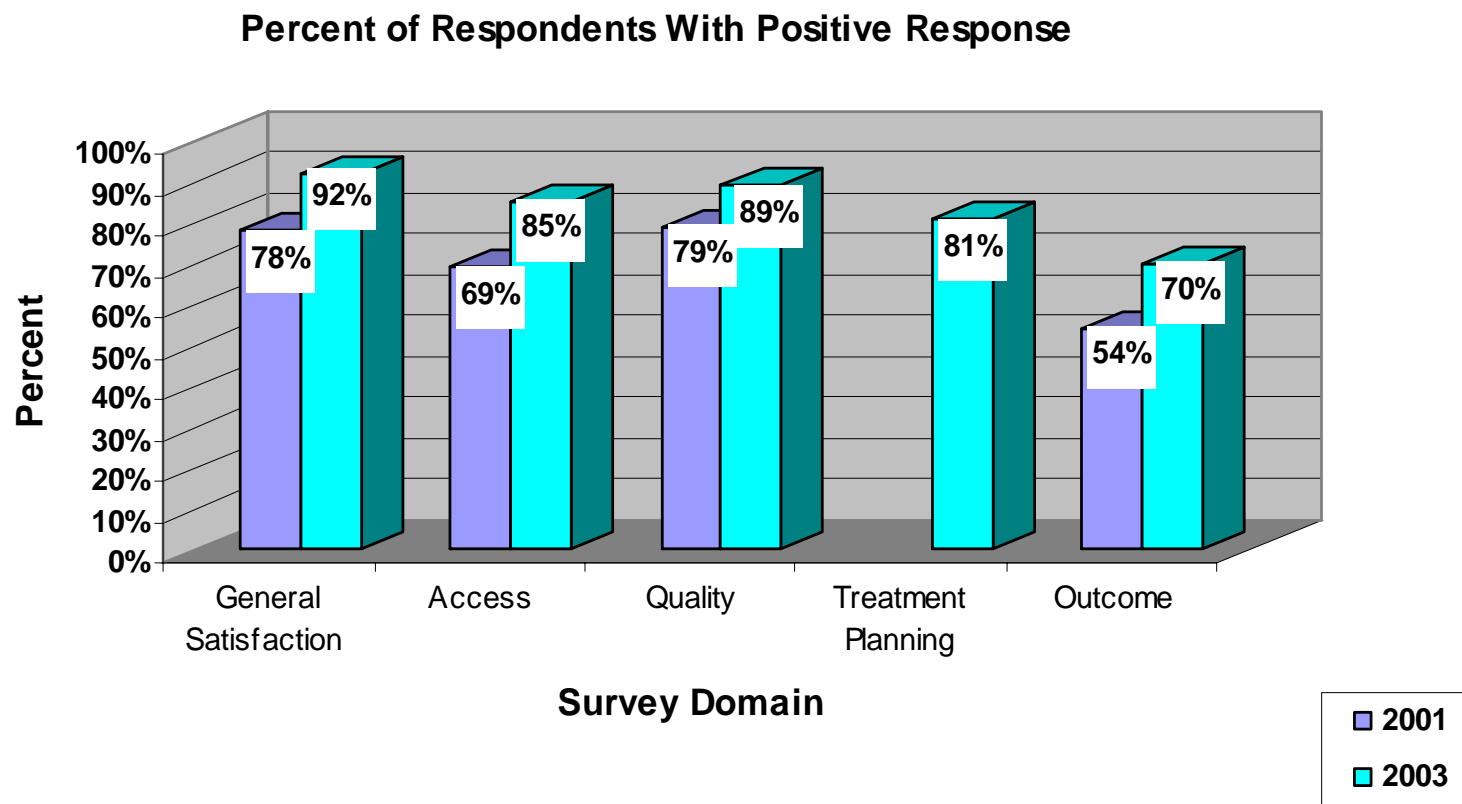
ADULT CONSUMER SURVEY

Profile of Respondents

- ◆ Gender: Male 33% Female 67%
- ◆ Entitlement: TXIX 74% NTXIX 26%
- ◆ Program: SMI 69% NSMI 31%
- ◆ Race: White 95.5% African American .5%
Asian 1% Native American 2%
Other 1%
- ◆ Ethnicity: Hispanic 6% Non Hispanic 94%

Adult Consumer Survey

Domain Scores



◆ Survey questions on Participation in Treatment Planning were included in the Service Quality domain for 2001. This became a separate domain in 2003.

ADULT CONSUMER SURVEY

Five Highest Scored Items

- ◆ I was given information about my rights
- ◆ I like the services that I received here.
- ◆ I would recommend this agency to a friend or family member.*
- ◆ Services were available at times that were good for me.
- ◆ I felt comfortable asking questions about my treatment and medication.

ADULT CONSUMER SURVEY

Five Lowest Scored Items

- ◆ My symptoms are not bothering me as much.*
- ◆ I do better in work and/or school.*
- ◆ My housing situation has improved.*
- ◆ I do better in social situations.*
- ◆ I am better able to deal with crisis.*

* Cited in 2001 Five Lowest Scored Survey Items.

ADULT CONSUMER SURVEY

Other Findings: Subgroup Analysis With Largest Difference in Percentage of Positive Response

- ◆ General satisfaction:

Male (96%)	Female (89%)
------------	--------------
- ◆ Access to Services:

Hispanic (75%)	Not Hispanic (86%)
----------------	--------------------
- ◆ Quality and Appropriateness of Services:

Hispanic (79%)	Not Hispanic (90%)
----------------	--------------------
- ◆ Participation in Treatment Planning:

SMI (79%)	NSMI (84%)
-----------	------------
- ◆ Perception of Outcomes:

Male (75%)	Female (68%)
TXIX (69%)	NTXIX (75%)

ADULT CONSUMER SURVEY

Other Findings: Selected State-Added Questions Percent Agreeing to the Statement

- ◆ **Informed Consent:** *If you were given medication for emotional or behavioral problems, did you give consent to the person prescribing the medication?*
(96%)
- ◆ **Receipt of Medical Care:** *In the last year, other than going to a hospital emergency room, did you see a doctor or nurse for a physical health check-up, physical exam or because you were physically sick?*
(79%)

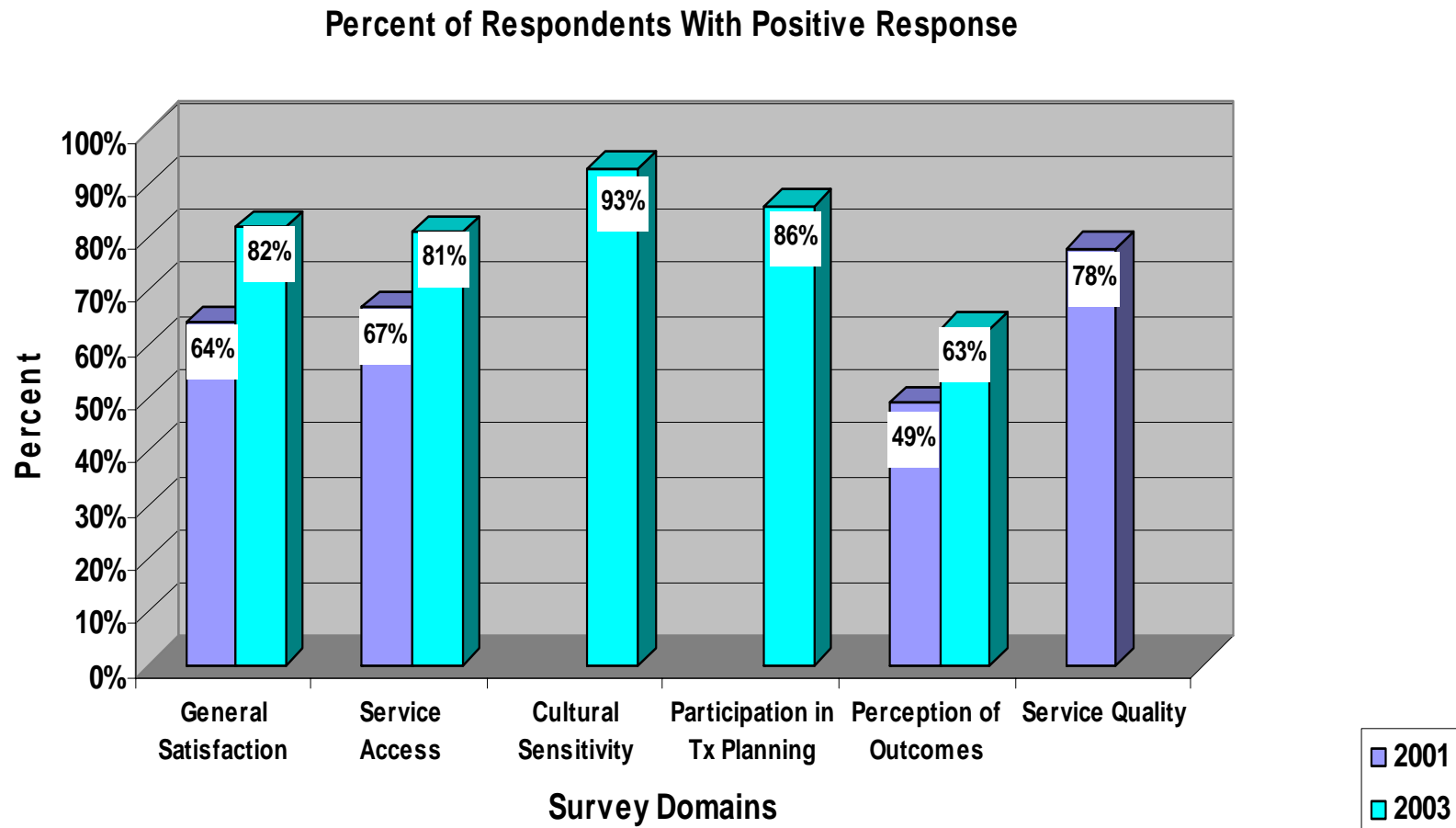
YOUTH SERVICES SURVEY – FAMILIES

Profile of Youth Receiving Services

- ◆ Gender: Male 66% Female 34%
- ◆ Entitlement: TXIX 88% NTXIX 12%
- ◆ Age: (0-12) 66% (13-17) 33%
- ◆ Race: White 69% African American 9%
Native American 3% Other 19%
- ◆ Ethnicity: Hispanic 32% Non Hispanic 68%

YOUTH SERVICES SURVEY – FAMILIES


Domain Scores



◆ The service quality domain for 2001 was collapsed in 2003 into: Cultural Sensitivity domain, Participation in Treatment Planning domain, and other service quality questions were included in the General Satisfaction domain.

YOUTH SERVICES SURVEY – FAMILIES

Five Highest Scored Items

- ◆ Staff spoke with me in a way that I understood.
 - ◆ Staff treated me with respect.
 - ◆ I participated in my child's treatment.
 - ◆ Staff were sensitive to my cultural/ethnic background.
 - ◆ Staff respected our family's religious/spiritual beliefs.
- 
- A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, partially overlapping the teal background.

YOUTH SERVICES SURVEY – FAMILIES

Five Lowest Scored Items

- ◆ I am satisfied with our family life right now.*
- ◆ My child is better able to cope when things go wrong.*
- ◆ My child gets along better with family members.*
- ◆ My child gets along better with friends and other people.
- ◆ My child is doing better in school and/or work.

** Cited in 2001 Five Lowest Scored Survey Items.*

YOUTH SERVICES SURVEY – FAMILIES

Other Findings: Subgroup Analysis With Largest Difference in Percentage of Positive Response

- ◆ **General Satisfaction:**

Non-Hispanic (80%)

Hispanic (86%)

- ◆ **Service Access:**

Non-Hispanic (80%)

Hispanic (84%)

- ◆ **Perception of Outcomes:**

Non-Hispanic (61%)

Hispanic (70%)

- ◆ **Cultural Sensitivity:**

Non-Hispanic (93%)

Hispanic (96%)

- ◆ **Participation in Treatment Planning:**

Non-Hispanic (85%)

Hispanic (88%)

YOUTH SERVICES SURVEY – FAMILIES

Other Findings: Selected State-Added Questions

Percent Agreeing to the Statement

- ◆ **My child is staying out of trouble with the law (71%)**
- ◆ **The treatment team has helped us find people in the community to help support our goals (49%)**
- ◆ **If your child was given medication for emotional or behavioral problems, did you give consent to the person prescribing your child's medication? (92%)**
- ◆ **If your child was given medication for emotional or behavioral problems, did the person prescribing the medication inform you about the medication, e.g. what side effects to watch for? (89%)**

CONSUMER COMMENTS

What have been some of the most helpful things about the services you (your child) received over the last 6 months?

◆ Themes (Adult and YSS-Families)

- Satisfaction with medication*
- Satisfaction with staff*
- Therapy
- Improvement in social relationships

**Item was cited in 2001 Survey.*

A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, extending from the right edge towards the center.

CONSUMER COMMENTS

What would improve the services that you (your child) received here?

◆ Themes (Adult and YSS-Families):

- Staff availability*
- Increase counseling services
- Appointment availability

**Item was cited in 2001 Survey.*

A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, extending from the right edge towards the center.

STATE REPORT FEATURES

- ◆ Other available data:
 - By survey item
 - By subgroup (gender, race, ethnicity, age groups, SMI and Non-SMI)
 - Respondent profile
 - Thematic analysis of consumer comments by RBHA
- ◆ Title XIX/XXI Survey Analysis
- ◆ Benchmarking with Other States
- ◆ Benchmarking with Past Survey Performance
- ◆ Lessons Learned from the TRBHA Pilot Survey
- ◆ Survey Limitations, Issues and Problems

NEXT STEPS

- ◆ Disseminate survey results to stakeholders
- ◆ Use data in provider network development, quality improvement initiatives, program/service evaluation
- ◆ Use the results to work with respective provider agencies in the development of new and strengthening of existing performance improvement initiatives